



August 23, 2021

Web Announcement 2568

Attention Provider Types 30 (Personal Care Services - Provider Agency) and 83 (Personal Care Services - Intermediary Service Organization):

Personal Care Services (PCS) Prior Authorization Form Updated

Personal Care Services (PCS) Prior Authorization form (FA-24) has been updated to add a section for the Personal Care Attendant's (PCA) information and an additional Comments section. The updated form is online on the [Providers Forms](#) webpage.

Effective immediately, please use the updated form (dated 08/23/2021 or later). Effective October 1, 2021, the new form will be mandatory. If the previous version of the form is submitted on or after October 1, 2021, the request will be pended for additional information with a note to submit the correct form. If the provider does not respond within 30 days, the provider will receive a technical denial. Please note: The date of receipt is the date the correct form is submitted.

The Personal Care Services (PCS) Prior Authorization Instructions (FA-24 Instructions) document has also been updated and posted on the [Providers Forms](#) webpage.